



Lake County BOCC

Utilization Management Annual Report October 1, 2010 – September 30, 2011

Executive Summary**Plan Summary****Average Monthly Population**

6 Session Model EAP

833

Type of Contact**Number****Annual Utilization****Telephonic Clinical Intake****33****3.96%**

EAP Referral

14

Refer to Legal/Finance

1

Telephonic Intervention

18

Information Only Telephone Contacts**87****10.44%**

Benefit Explanation

3

Coordination of Services

84

Face to Face Cases*

24

Management Consultations**2****Onsite Intervention****0****Training****0****0****Avg number of
participants**

Employee Orientation attendees

0

Supervisory Orientation attendees

0

Wellness Seminar attendees

0

Website Session Logins**60****Phone Statistics**

Total number of calls

73,012 calls

Average Speed of Answer

34 second(s)

Answered within 30 Seconds

94.65 percent

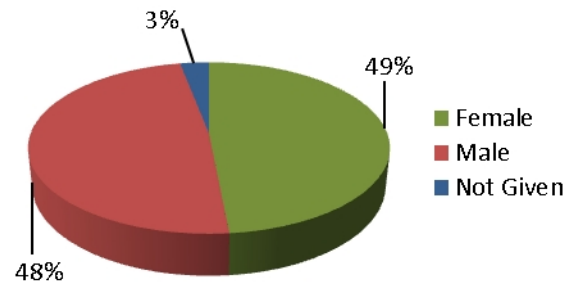
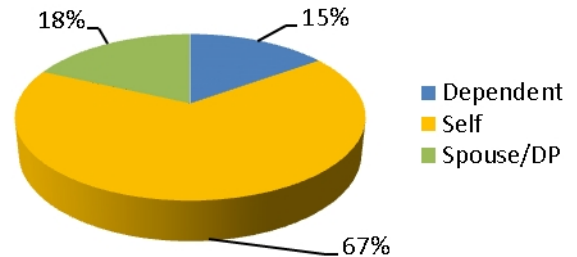
Abandonment Rate

0.58 percent

Average Length of Call

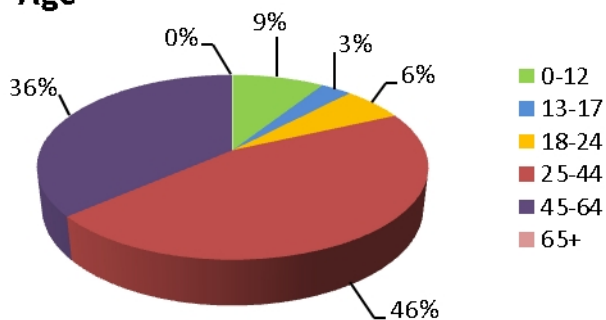
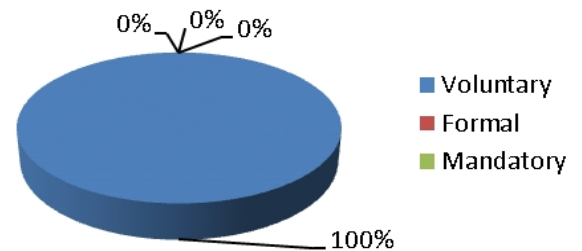
312.4 second(s)

Face to Face – This data is based on information obtained from received Case Record Forms (Document face-to-face EAP provider must complete to request payment for services rendered.) EAP Providers have up to 9 days from date of service in which to submit Case Record Forms. Quarterly Reports are run approximately 30 days past the end of the quarter, therefore not all Case Record Forms will be received at the time the reports are run.

Employee Focused Services**Demographics of Service Recipients: (based on EAP Telephonic Intake)****Gender****Relationship**

<u>Female</u>	<u>Male</u>	<u>Not Given</u>	<u>Total</u>
48.48% (16)	48.48% (16)	3.03% (1)	33

<u>Dependent</u>	<u>Self</u>	<u>Spouse/Domestic Partner</u>	<u>Total</u>
15.15% (5)	66.67% (22)	18.18 % (6)	33

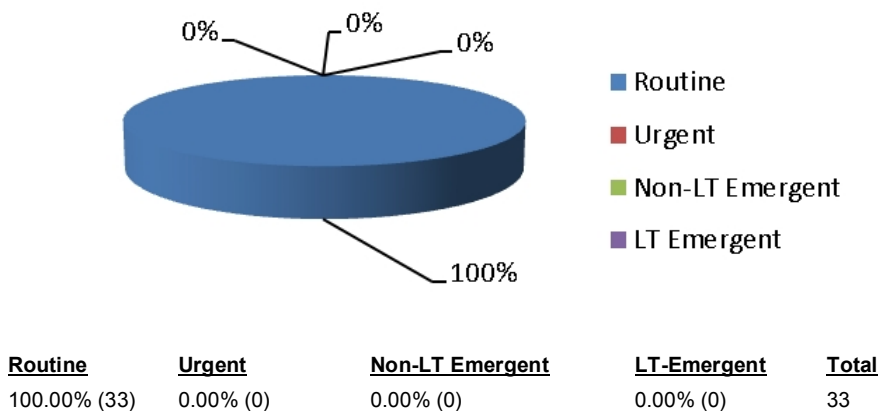
Age**Referral Type**

<u>0-12</u>	<u>13-17</u>	<u>18-24</u>	<u>25-44</u>	<u>45-64</u>	<u>65+</u>	<u>Total</u>
9.09% (3)	3.03% (1)	6.06% (2)	45.45% (15)	36.36% (12)	0.00% (0)	33

<u>Voluntary</u>	<u>Formal</u>	<u>Mandatory</u>	<u>Recommended</u>	<u>Total</u>
100.00% (33)	0.00% (0)	0.00% (0)	0.00% (0)	33

Employee Focused Services

Call Level: (based on EAP Telephonic Intake)



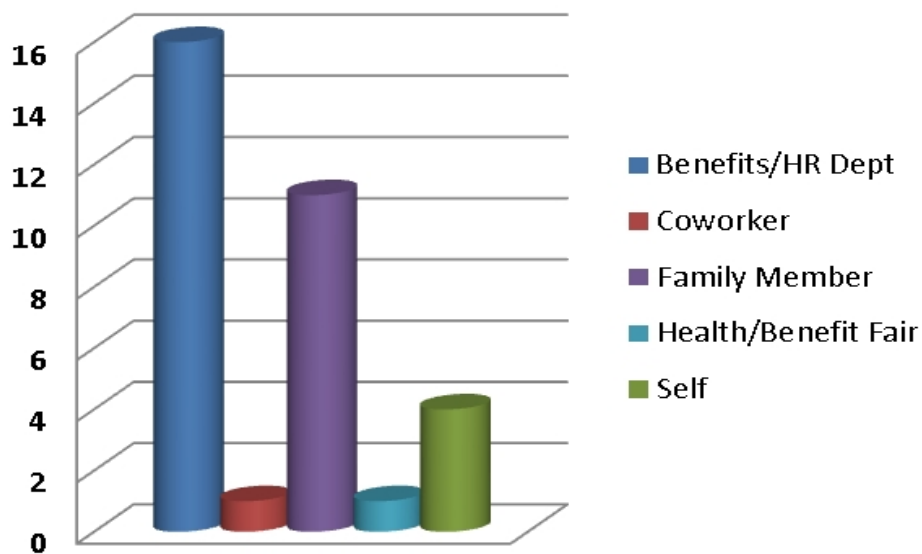
Routine - Requested services are of a routine nature.

Urgent - Appointment availability must be within 48 hours.

Emergent Non Life Threatening - Appointment must be available within 6 hours.

Life Threatening Emergent - Intake Clinician will coordinate immediate intervention.

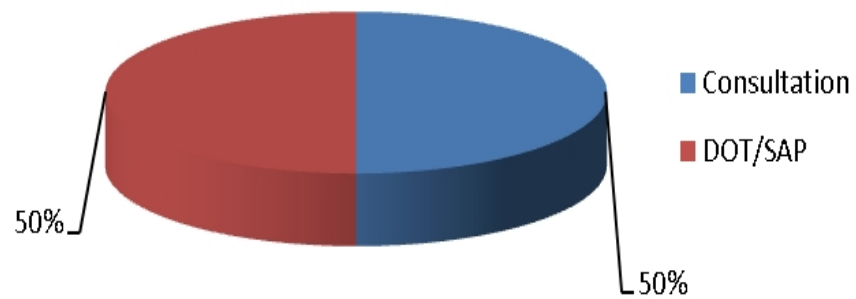
Participants learned about the service from: (based on EAP Telephonic Intake)



Employee Focused Services**Presenting Problem: (based on EAP Telephonic Intake)**

Employee	n=22	Count	Pct
Alcohol/Drug Abuse – Family Member		1	4.55%
Anxiety		2	9.09%
Bereavement		1	4.55%
Depression		2	9.09%
Family Issues		6	27.27%
Marital Relationship		8	36.36%
Stress		1	4.55%
Work-related		1	4.55%
Non-Employee	N=11		
Bereavement		3	37.50%
Children-behavioral		2	25.00%
Depression		1	12.50%
Family Issues		1	12.50%
Marital Relationship		1	12.50%
Stress		2	25.00%
Violence/Abuse		1	12.50%

Presenting Problem – Problem identified by participant at the time of the initial telephone assessment.

Employer Focused Services**Management Consultations**

Consult	Percent	No. of Consults
Consultation	50.00%	1
Mandatory Referral	50.00%	1
Total		2

Employer Focused Services

Onsite Intervention

There were no Onsite Interventions requested.

Training

There were no Trainings requested.